



22nd Annual
**Health Literacy
Conference**
Virtual • May 9-11, 2023

*Working Better Together:
Leveraging the Power of Health Literacy
to Improve Health Equity*



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Health Literacy Conference

Digital Health Literacy: Training Tools to Help Patients Have the Digital Skills Necessary to Access Healthcare

Theresa Sladek

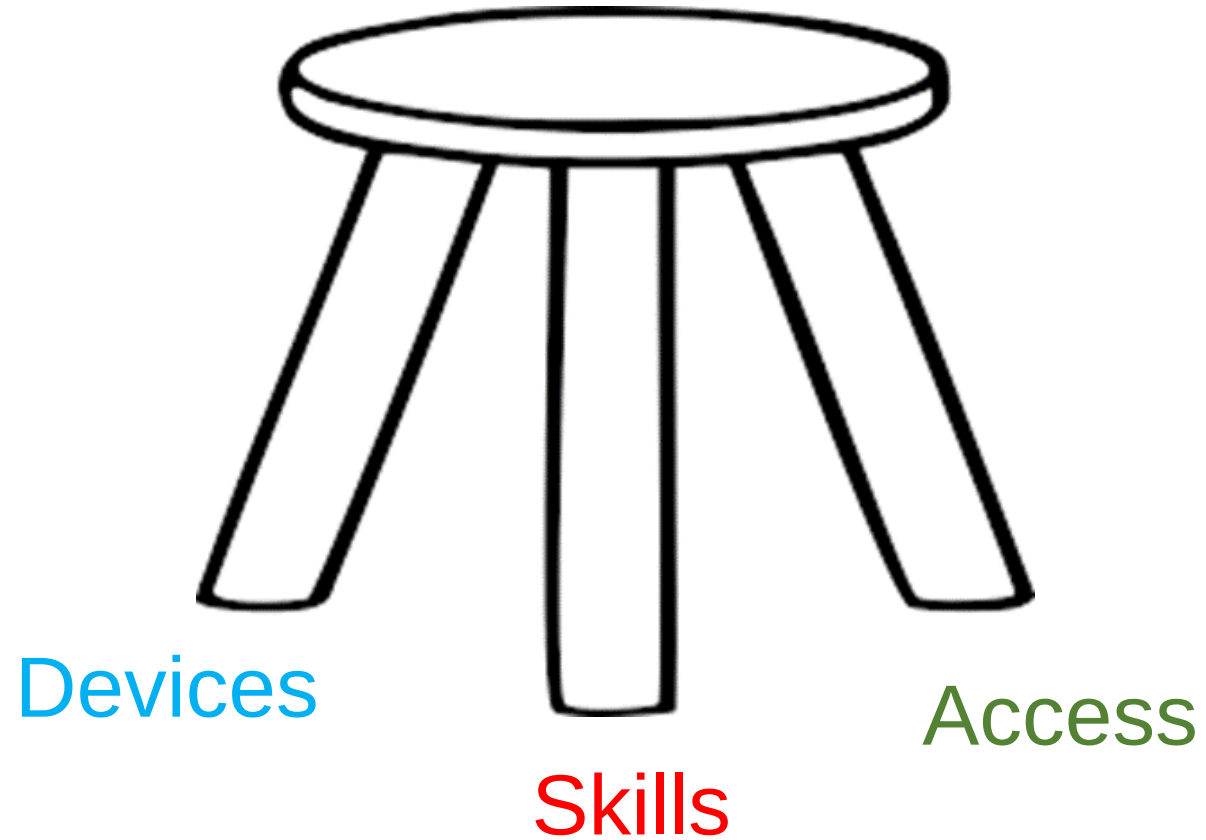
Northstar Digital Literacy

Agenda

- Digital Equity and Healthcare
- Northstar Digital literacy assessments and practice lessons
- Health care and the Digital Equity Act



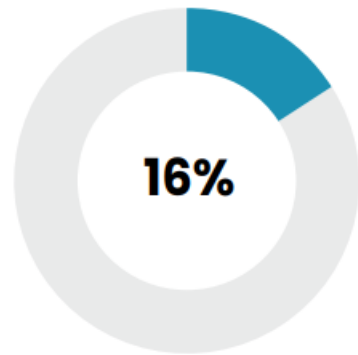
Digital Equity Components



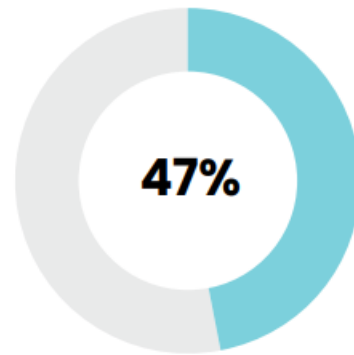
Digital Healthcare Literacy

THE NEED

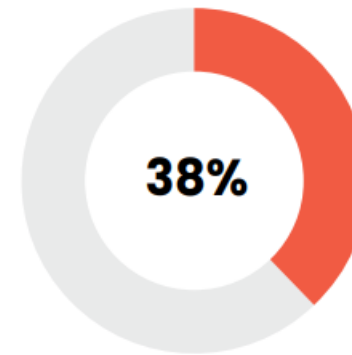
Healthcare services and health information are increasingly moving online. More and more, accessing healthcare requires digital literacy skills, which presents a significant barrier for some.



of American adults—32 million people— have gaps in their digital literacy skills that limit their computer use.¹



of adults aged 50–80 have concerns around using technology for telehealth.²



of older Americans can't access telehealth visits, mostly due to inexperience with technology.³

1. PIAAC report, FedGovernment – US Dept of Education

2. University of Michigan, October 2019

3. JAMA Internal Medicine

Northstar Digital Literacy

- Mission: To help individuals around the world master the digital skills needed to work, learn, and participate fully in daily life
- Assessments and educational tools for basic computer skills
- Used by 2,886 sites in 50 states, 8 countries
- Over 7.0 million total assessments given





Available fully in English, ½ of
assessments and practice lessons in
Spanish

Fully compatible with desktops,
laptops, and Chromebooks

Standard Creation Process

- History
- Ascertaining Need
- Funding
- Assembling a Team
- Learner Input



Updates

Periodically reviewed

Account for changes in
technology

Take requests in batches



Northstar Standards

Essential Computer Skills

Basic Computer
Internet basics
Using Email
Windows 10
Mac OS

Essential Software

Microsoft Word
Excel
PowerPoint
Google Docs

Using Technology in Daily Life

Social Media
Information Literacy
Career Search Skills
Accessing Telehealth Appointments
Your Digital Footprint
Supporting K-12 Distance Learning

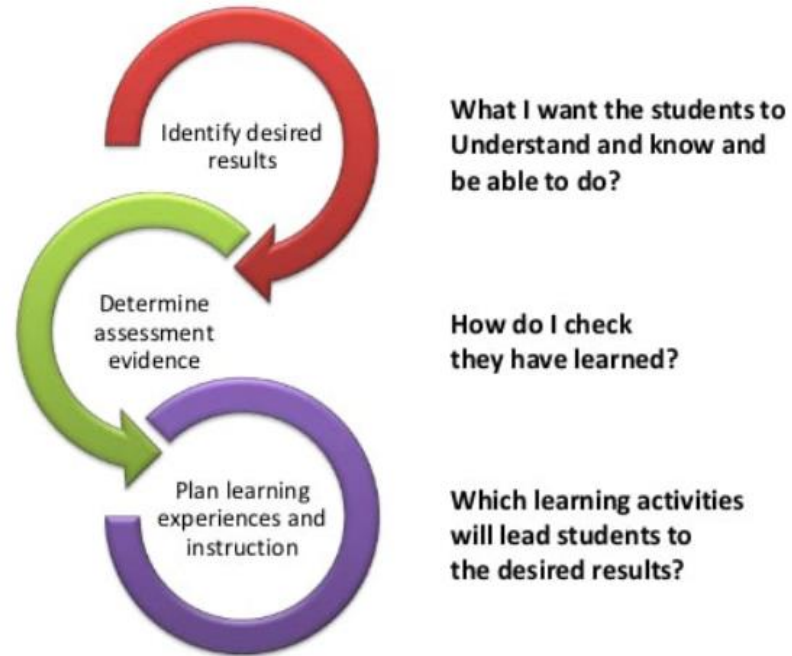
Finding the Standards



- On Northstar Home page under Features tab in black navigation bar
- <https://www.digitalliteracyassessment.org/features>
- Northstar Standards – under blue picture

Using the Standards

The Backward Design Process



Using Northstar Assessments

- Digital skills not commensurate with English skills
- Determining instructional needs
- Addressing range of skills in a class
- Results page + spreadsheet



Assessments

Essential Computer Skills

- Basic Computer
- Internet basics
- Using Email
- Windows 10
- Mac OS

Essential Software

- Microsoft Word
- Excel
- PowerPoint
- Google Docs

Using Technology in Daily Life

- Social Media
- Information Literacy
- Career Search Skills
- Accessing Telehealth Appointments
- Your Digital Footprint
- Supporting K-12 Distance Learning

Next Up

- Spanish translation of Social Media
- Spanish translation of Mac OS
- Windows 11

*Those listed in red are also available in Spanish

Assess Skills

NORTHSTAR

Accessing Telehealth Appointments

PUBLIC VERSION ?

> 4. The doctor cannot hear Luis! Click the button to fix the problem.

4 / 21

I DON'T KNOW

CC

Assess Skills

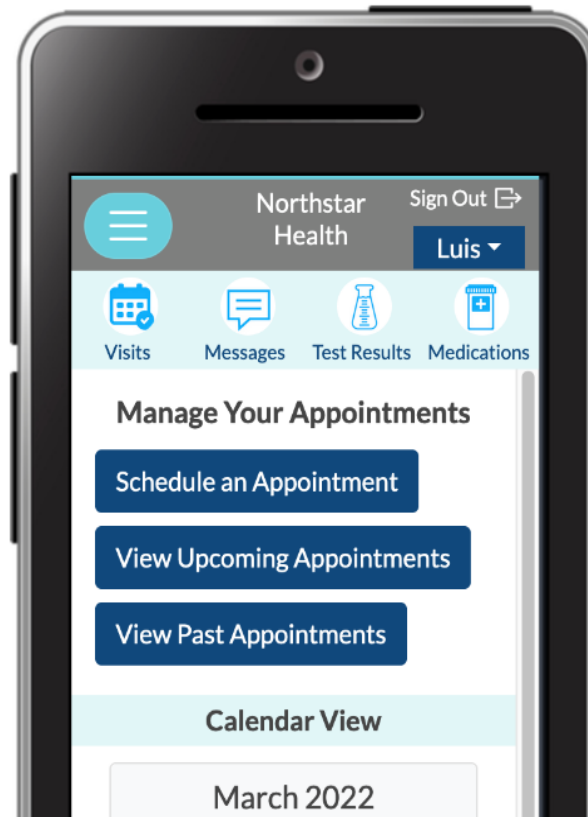

NORTHSTAR


Accessing Telehealth Appointments

PUBLIC VERSION ?

> 14. Click on the place where Luis can schedule a new appointment.



Results Page

 **NORTHSTAR**

Accessing Telehealth Appointments

PUBLIC VERSION ?

> Your Results

You've completed the assessment! After reviewing your results, close this browser tab/window to start another assessment.

You Did Not Pass

71.4 %

How is my score calculated?

 **Print Results**

Timestamp: Oct 6 2022, 12:18 PM

Record ID: 9614115

Code: 8466b21fa3a9

MASTERED SKILLS

You answered all questions correctly for the skill standards below

  **2** Create a secure password.

  **3** Log in and sign out of an online health portal.

SKILLS TO IMPROVE

You answered one or more questions incorrectly for the skill standards below

  **1** Activate an account for an online health portal in order to access telehealth appointments. (e.g. by changing a temporary password, or by accessing a website and entering an activation code provided by clinic staff via text or email).

Free Curriculum

- Avoid starting from scratch
- [External resources](#) aligned to Northstar curriculum
- Practice Learning [Modules](#)

Northstar Online Learning

- Self – Directed Online Instruction and Practice

NORTHSTAR ONLINE LEARNING **Basic Computer Skills** > WHAT IS ON A COMPUTER? Log in

If you look closely at the outside of a computer, you will see buttons and many small holes. These holes are usually called **ports**. Each port has a specific shape for different uses and different types of plugs.



Digital Equity Act

Funds that will be released under the Digital Equity Act

- \$60 million to states for Digital Equity planning grants (already released).
- \$1.44 billion in Digital Equity Capacity Grants to states for a range of digital inclusion/equity activities (Mid-year 2023)
- \$1.25 billion in Digital Equity Competitive Grants to states and other eligible entities for a range of digital inclusion/ equity activities (directly after capacity grants)

Who/what is covered under DEA

- Digital Literacy
- Healthcare
- Adult Education
- Libraries

Competitive grants are open to a wide variety of program types

- Healthcare
- Non-profits
- Workforce groups
- Partnerships that are in the public interest

Why Does it Matter to You?

- There will be a lot of money available to agencies through your state and directly
- This is an opportunity to partner with other organizations to form a more comprehensive digital equity offering
- Digital equity is equity – providing underserved groups the skills needed to fully access all healthcare has to offer

Potential Partnerships to Explore

- Libraries
- Adult Education
- Public Housing
- Community Centers

Digital Navigation

-
- Providing assistance with digital literacy skills, access to devices and ongoing digital support
 - Found in many types of institutions
 - Eases fear of computers and reduce anxiety
 - Often done by community members to build trust

Where to Look

- Digital Equity efforts at state, county and city levels
- [State by State Digital Skills map](#)
- Partner with Included Institutions
- National Digital Inclusion Alliance (NDIA) List Serv
- News

Resources



FAQs: <https://broadbandusa.ntia.gov/sites/default/files/2022-06/DE-FAQs.pdf>

Official Site: <https://www.internetforall.gov/program/digital-equity-act-programs>

Interactive Map of State DEA leaders

<https://broadbandusa.ntia.doc.gov/resources/states>

H.R. 3684 (117th): Infrastructure Investment and Jobs Act

https://www.govtrack.us/congress/bills/117/hr3684/text/enr#link=F_III_60301&nearest=H29E8F9AB95E642DEB5F169D758B1EEF5

Digital Literacy Resource Guide for Adult Learners by Barbara Bush Foundation and Digital Promise:

<https://www.barbarabush.org/wp-content/uploads/2022/04/Digital-Literacy-Resource-Guide-for-Adult-Learners-.pdf>

Northstar Digital Literacy Foundations course: <https://literacymn.crhosts.cloud/login/index.php>



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Contact Information

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Northstar Digital Literacy Website

<https://www.digitalliteracyassessment.org/>



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Thank You